

Public Transit and Mobility Management Resources to Live Independently

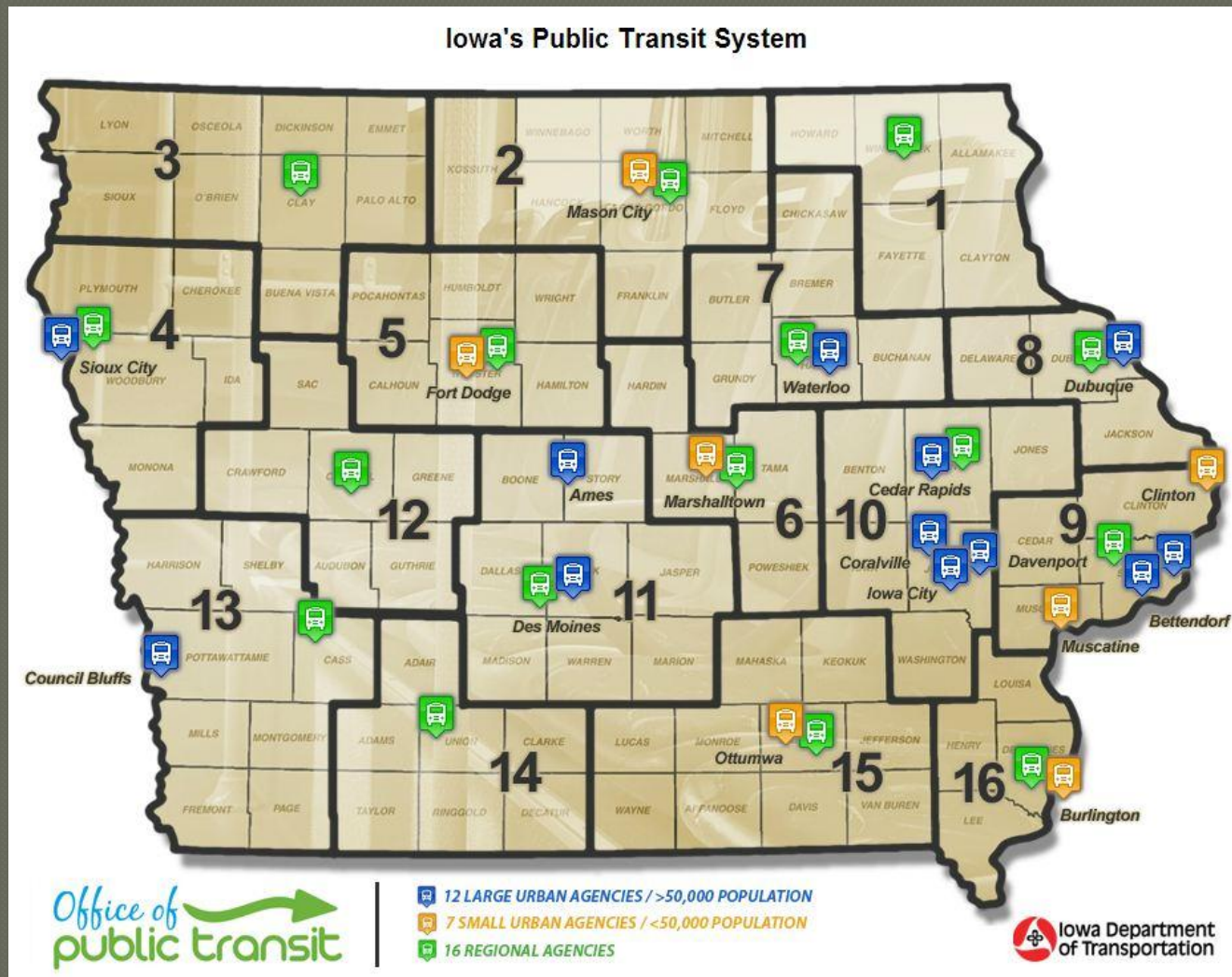
Presented by:

Kristin Haar, Iowa DOT Office of Public Transit
Angie O'Brien, Statewide Mobility Manager

Public Transit in Iowa

- ◉ Covers all 99 counties
- ◉ 19 urban public transit systems
- ◉ 16 regional public transit systems
- ◉ In Fiscal Year 2012:
 - Over 27.5 Million rides provided
 - Over 27.9 Million revenue miles driven
- ◉ Open to all Iowans
 - Young, old, ambulatory, with disabilities, everyone

Public Transit in Iowa



Public Transit in Iowa

● How to ride – Fixed Route

1. Using route maps, website, or calling the transit agency, determine bus stops closest to where you are and where you want to go
2. Determine routes serving those stops and times served
3. Go to nearest bus stop and wait for next bus serving your desired route
4. Board the bus, paying fare upon boarding
5. In urban areas with populations over 50,000, during non-peak hours, fares for elderly persons, persons with disabilities, and Medicare cardholders are half the peak hours fare

Public Transit in Iowa

- How to ride – Fixed Route, continued
 - 6. If you need the driver to call out a specific stop, when boarding please ask them to do so
 - 7. Travel to destination or, if necessary, the transfer point to switch to route bus serving your destination
 - 8. Pull the string near window to make driver aware you want off at next stop
 - 9. Disembark the vehicle

Public Transit in Iowa

● How to ride – ADA Complementary

Paratransit (covers minimum $\frac{3}{4}$ -mile around fixed route)

1. Contact urban transit agency to obtain application
2. Complete application, proving inability to access or use fixed route public transit because of disability
3. Wait no longer than 21 days for approval
4. Call to schedule a ride the day prior to trip –
5. Bus comes to you and takes you to destination
6. Fare is no more than double the fixed route fare

Public Transit in Iowa

● How to ride – ADA Complementary Paratransit: Tips

- Service is origin to destination, so if you require assistance from your door to the door of your destination, please make this known when scheduling
- Rides may be scheduled up to 14 days in advance
- Number of trips per passenger and trip purposes may not be restricted
- Paratransit service must operate during the same hours fixed route service is offered

Public Transit in Iowa

● How to ride – Demand Response*

1. Contact regional transit agency minimum 24-hours before desired trip to schedule
2. Bus comes to you and takes you to destination
3. Fares may be reduced for older Iowans with funding provided by the local area agency on aging to the public transit system

* Open and available to the general public, including persons with disabilities

Public Transit in Iowa

● For public transit agency contact information:

- <http://www.iowadot.gov/transit/agencies.html>

Mobility Management in Iowa

- 9 urban and regional mobility managers in Iowa
- 1 statewide mobility manager

Mobility Management in Iowa

- Mobility management is an innovative approach for managing and delivering coordinated transportation services to customers, including older adults, people with disabilities and individuals with lower incomes

Mobility Management in Iowa

- Mobility management focuses on meeting individual customer needs through identification of a wide range of transportation options and service providers
- It also focuses on coordinating these services/providers to achieve a more efficient transportation service delivery system that meet the goals of public policy makers and taxpayers who underwrite the cost of service delivery

Mobility Management in Iowa

- Examples of services:
 - Travel training
 - Group presentations
 - Individual trip planning
 - Funding source navigation

Mobility Management Success Stories

● Rural Central Iowa Mobility Coordinator

- Elderly woman from Newton with a medical appointment in Des Moines was unable to pay the \$10 fare on HIRTA's weekly Newton to Des Moines shuttle. The mobility coordinator had recently made a connection with ISU Extension in Newton, who has a volunteer driver program, costing the client nothing to ride. So, the mobility coordinator made arrangements for ISU Extension to call the woman, and she was able to get to Des Moines for her appointment.

Mobility Management Success Stories

● Rural Central Iowa Mobility Coordinator, continued

- Willowbrook Adult Day Center in Newton was looking to make connections and expand into Pella, but did not have a day program there, and therefore needed to get clients to Newton twice a week. The mobility coordinator was able to work with HIRTA's subcontractor in Pella to meet the Jasper County subcontractor halfway to get the clients to the day program. Willowbrook was thrilled to be able to get the seniors out of the house and into a program where they can socialize with others.

Mobility Management Success Stories

● Region 2 Regional Travel Navigator

- Mason City resident with medical appointments in Iowa City and Fort Dodge, but unable to pay the fare. The travel navigator was able to refer the woman to a local program that provided financial assistance to cover her fare so she could keep her medical appointments.

Mobility Management Success Stories

● Region 8 Mobility Coordinator

- The mobility coordinator learned from a public transit driver about a passenger who had kidney failure, was visually impaired, and used a wheelchair. The driver was concerned about the person being home alone. The mobility coordinator visited the dialysis center to express the concerns. The dialysis center nurse was grateful to learn of the concerns and was able to express them in an intervention to encourage the passenger-patient to get assistance.

Mobility Management in Iowa

Angie O'Brien

Statewide mobility manager
Iowa Association of Regional Councils
515-451-3383 | iarcmobilitymanager@live.com
Service Area: Statewide

Cindy Johnson

Regional travel navigator
North Iowa Area Council of Governments/Region 2 Transit
641-423-0491 Ext. 30 | cjohnson@niacog.org
Service Area: Cerro Gordo, Floyd, Franklin, Hancock, Kossuth, Mitchell, Winnebago and Worth counties

Jeremy Johnson-Miller

Rural Central Iowa mobility coordinator
Heart of Iowa Regional Transit Agency
515-309-9284 | mobility@ridehirta.com
Service Area: Boone, Dallas, Jasper, Madison, Marion, Story and Warren counties

Jennifer Roberts

Polk County mobility coordinator
Des Moines Area Regional Transit; Polk County Health Services
515-777-6677 | jennifer.roberts@polkcountyiowa.gov
Service Area: Polk County

Terry Bergen

Cedar Rapids mobility manager
Transportation Advisory Group
319-363-1321 Ext. 107 | t.bergen@nts-cr.org
Service Area: Cedar Rapids

Dawn Kimmel

Siouxland mobility manager
Siouxland Aging Services, Inc.
712-279-6900 Ext. 15 | mobilitymanager@siouxlandaging.org
Service Area: Cherokee, Ida, Monona, Plymouth and Woodbury counties

Bridget Bartlett

Mobility coordinator
East Central Intergovernmental Association
563-556-4166 Ext. 255 | bbartlett@ecia.org
Service Area: Delaware, Dubuque and Jackson counties

Michelle Huseman

Urban mobility coordinator
East Central Intergovernmental Association
563-589-4197 | mhuseman@ecia.org
Service Area: Dubuque

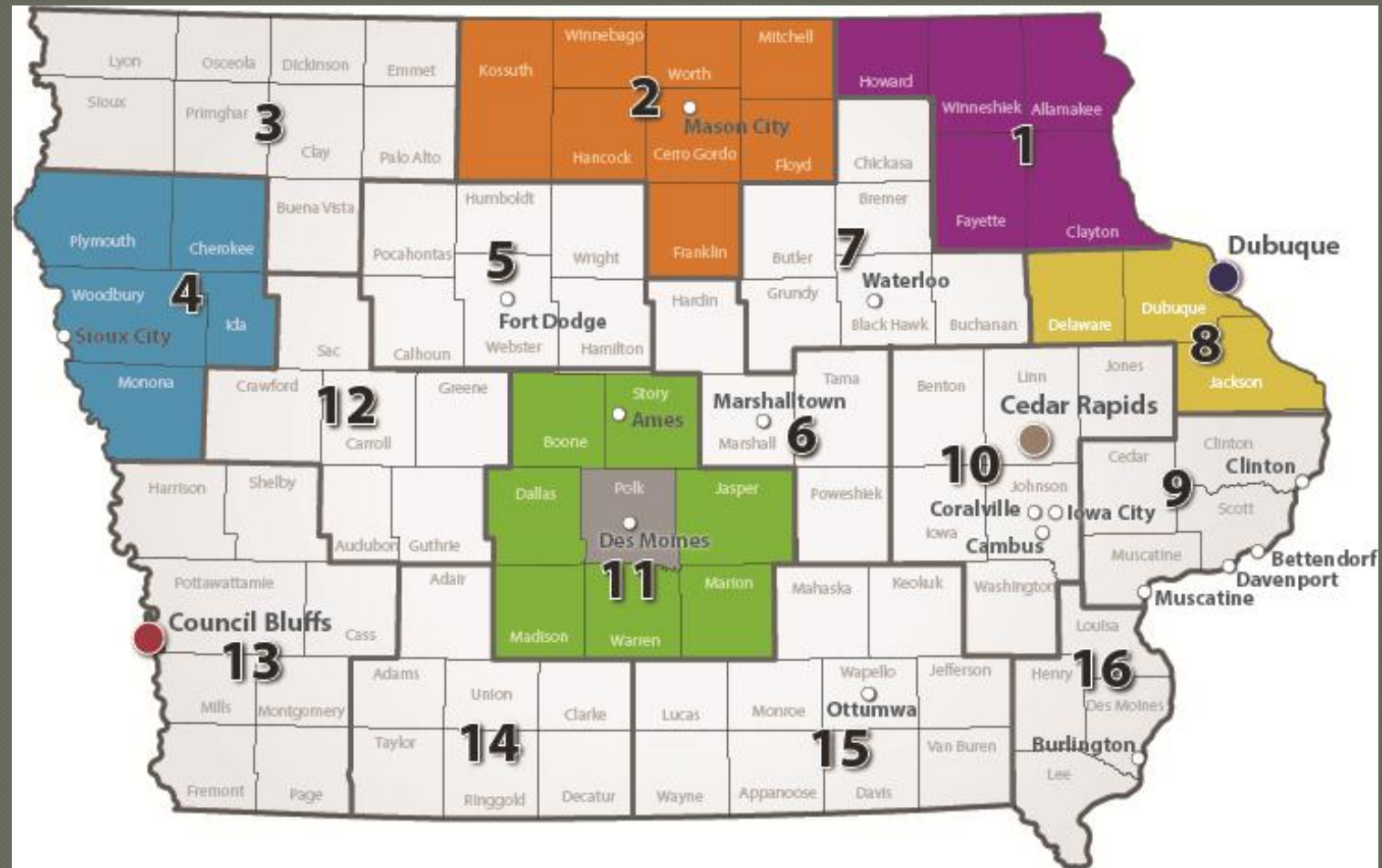
Nick Weander

Associate planner
Metropolitan Area Planning Agency
402-444-6866 Ext. 219 | nicholas.weander@mapacog.org
Service Area: Council Bluffs

Karn Pankow

Operations/Mobility manager
Northeast Iowa Community Action Corporation
563-382-4259 | karn@neicac.org
Service Area: Allamakee, Clayton, Fayette, Howard and Winneshiek counties

Mobility Management in Iowa



Mobility Management in Iowa

● For local mobility manager contact information:

- <http://www.iowadot.gov/iowamobilitymanagement/coordinators.html>

Points to keep in mind

- Public transit in Iowa is open to everyone.
- When deciding where to live and work, be cognizant of transportation options.
 - Does a fixed route operate nearby?
 - If needed, is the location in the ADA complementary paratransit service area?
 - Does the demand response system serve this area frequently enough to meet my needs?
 - Do I need travel training to understand how public transit can fully meet my needs?

Points to keep in mind

- If information is required in an alternate format (Braille, audio, large print), please make the request of the transit system.
- Vehicle lifts are required to accommodate at least 600 pounds combined for the wheelchair and passenger. If the combined weight may be an issue, please inform the dispatcher to check the vehicle lift capabilities. This is for both the passenger's and driver's safety.

Questions? Comments?

Contact Us

- Kristin Haar, Training and Compliance Officer, Iowa DOT Office of Public Transit, 515.233.7875 or kristin.haar@dot.iowa.gov
- Angie O'Brien, Statewide Mobility Manager, 515.451.3383 or iarcmobilitymanager@live.com